

Recommended Resource List: Interpersonal & Organizational Communication

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- *Public Library staff* should use the OCLC Interlibrary Loan system for audiobook and book requests and the [Public Library Visual Materials/Kit Request](#) form for videos and DVDs.
- *Members of the general public* should contact their local public library for interlibrary loan service.

Audiobooks

Lancaster, Lynne C. **When Generations Collide**. Prince Frederick, MD: Recorded Books, 2007. Call number: [SR CD 658.30084 Lanc](#)

Books

Arredondo, Lani. **Communicate Effectively: 24 Lessons for Day-to-day Business Success**. New York: McGraw-Hill, 2007. Call number: [658.45 Arre](#)

Benjamin, Susan F. **Perfect Phrases for Dealing with Difficult People: Hundreds of Ready-to-use Phrases for Handling Conflict, Confrontations, and Challenging Personalities**. New York: McGraw-Hill, 2008. Call number: [158.26 Benj](#)

Booher, Dianna. **The Voice of Authority: 10 Communication Strategies Every Leader Needs to Know**. New York: McGraw-Hill, 2007. Call number: [658.45 Booh](#)

Decker, Bert. **You've Got to Be Believed to Be Heard**. New York: St. Martin's Press, 2008. Call number: [302.2242 Deck](#)

Gargiulo, Terrence L. **Once upon a Time: Using Story-based Activities to Develop Breakthrough Communication Skills.** San Francisco: Pfeiffer; Hoboken, NJ: John Wiley & Sons Inc., 2007. Call number: 658.45 Garg

Hartley, Gregory. **I Can Read You like a Book: How to Spot the Messages and Emotions People Are Really Sending with Their Body Language.** Franklin Lakes, NJ: Career Press, 2007. Call number: 153.69 Hart

Klaus, Peggy. **The Hard Truth about Soft Skills: Workplace Lessons Smart People Wish They'd Learned Sooner.** New York: Collins, 2007. Call number: 650.1 Klau

Shipside, Steve. **Effective Communications: Get Your Message Across and Learn How to Listen.** London; New York: DK, 2007. Call number: 658.45 Ship

Uhl, Arlene Matthews. **The Complete Idiot's Guide to Coping with Difficult People.** New York: Alpha, 2007. Call number: 158.2 Uhl

Widener, Chris. **The Art of Influence: Persuading Others Begins with You.** New York: Doubleday, 2008. Call number: 153.852 Wide

Young, Kathryn Sue. **Communicating Nonverbally: a Practical Guide to Presenting Yourself More Effectively.** Long Grove, IL: Waveland Press, 2008. Call number: 153.69 Youn

Young, Stephen. **Micromessaging: Why Great Leadership Is Beyond Words.** New York: McGraw-Hill, 2007. Call number: 658.45 Youn

Videos/DVDs

Communicating between Cultures. 23 min. Film Ideas, 2004. Video. Call number: VC 303.482 Comm

Communication Cornerstones: Building Trust. 24 min. Coastal Human Resources, 2004. DVD. Call number: VC DV 658.45 Comm

Listening between the Lines. 25 min. CorVision Media, 2002. Video. Call number: VC 305.3014 List

Mars and Venus in the Workplace. 39 min. CorVision, 2003. Video. Call number: VC 658.45 Mars

The Power of Persuasion. 56 min. Kantola Productions, 2001. Video. Call number: VC 658.45 Powe

Start Right—Stay Right. 32 min. CRM Learning, 2005. DVD. Call Number: VC DV 658.314 Star

Unspoken Messages. 25 min. CorVision Media, 2002. Video. Call number: VC 305.3014 Unsp

Working with You Is Killing Me: Freeing Yourself from Emotional Traps at Work. 23 min. CRM Learning, 2007. DVD. Call number: VC DV 650.13 Work

Workplace Essential Skills: Communicating with Co-Workers and Supervisors (Program 10). 29 min. KET, 1999. Video. Call number: VC 650.14 Work

Workplace Essential Skills: Language of Work (Program 9). 29 min. KET, 1999. Video. Call number: VC 650.14 Work

Websites

http://www.managementhelp.org/commskls/cmm_face.htm

Communications Skills (Face-to-Face) offers information to help managers gain a broad understanding of the concept of interpersonal communications, including feedback, listening skills, and nonverbal communications. This information is assembled by Carter McNamara, PhD for The Management Assistance Program for Nonprofits (St. Paul, MN). Last accessed on November 18, 2008.

http://www.managementhelp.org/org_comm/org_comm.htm

Organizational Communications offers information on aspects of communication in the workplace: communication assessment, internal communications, and external communications. This information is assembled by Carter McNamara, PhD for The Management Assistance Program for Nonprofits (St. Paul, MN). Last accessed on November 18, 2008.